



NAVAJO COUNTY

JOB DESCRIPTION

TITLE: Dispatch Communications Supervisor

FLSA: NE

SERVICE: Classified

REVISED: 8/24/05

Summary: Under general supervision, performs technical work of moderate difficulty in the supervision of public safety communications operations; performs related work as assigned.

Essential Job Functions: *(Essential function, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class.)*

- Plans, schedules, coordinates and reviews the work of communication operation personnel in receiving and transmitting public safety messages on a twenty four hour operations basis.
- Interviews and recommends the hiring of dispatchers and other staff assigned to the communications unit in accordance with County personnel rules and procedures.
- Assist with trainings for newly assigned public safety dispatchers as assigned.
- Makes recommendations and assists in implementing the communication unit and department policies and procedures.
- Answers incoming emergency and non-emergency calls by telephone and radio; projects positive support of the department and county organizations at all times.
- Interviews callers and gathers details on complaints; relays pertinent information to officers in a factual and concise manner; provides information and assistance to the public. Communicates with caller to obtain information regarding seriousness of incident and if a perpetrator is armed and dangerous until first responders arrive on the scene, providing instruction and assurance to maintain as calm a situation as possible.
- Prioritizes calls for service and determines appropriate personnel to respond; dispatches calls for service to available officers, by radio and pager.
- Logs messages transmitted and received. Types all emergency assistance calls into the computer aided dispatch (CAD) incident logs; inputs and updates information into the NCIC computer system. Enters call history into database including date, time, caller name, type of incident, who call was referred to, arrival time on scene, and other details.
- Maintains status and awareness of Sheriff's patrol units and monitors alarms; tracks the location and activities of all officers on duty.
- Provides detailed call information to officers as needed; monitors message traffic and relays important information to officers. Notifies key County personnel on critical incidents; follows all Department policies and procedures to assure that officer safety is the top priority.
- Composes and sends teletypes to other agencies, for securing and sharing information about criminal histories and movements, warrants, incidents, information requests and resource information; obtains information in order to transport accused individuals across state lines.
- Reports equipment malfunctions to the proper authority; maintains a current record of the location and availability of key personnel and emergency equipment.
- Serves as System Security Officer (SSO); monitors systems use, trains and tests terminal operators; establishes written procedures on use of ACJIS information.
- Acts as liaison between NCSO and the ACJIS Central Terminal Agency.

Knowledge and Skills:

- Knowledge of laws, rules and regulations governing the dispatch process and use of dispatch equipment.
- Knowledge of County and NCSO policies and procedures.
- Knowledge of 911 operations.
- Knowledge of County roads and routes.
- Knowledge of proper two-way radio and telephonic communication techniques and codes.
- Knowledge of principles and practices of supervision.
- Skill in maintaining accurate and timely documentation and records.
- Skill in effectively communicating verbally and in writing.
- Skill in establishing and maintaining effective working relationships with employees, other agencies and the public.
- Skill in planning, organizing and directing the work of others.

Minimum Qualifications:

High School Diploma or G.E.D.; AND ability to type thirty WPM; AND CPR, First Aid, Training Officer and ACJIS Terminal Operator certification; AND four years lead public safety dispatch/communications experience;